

The Miriam Memo

Spring 2013



*Compassionate
Care at its Best*

Full story on page 4



The Miriam Hospital
A Lifespan Partner



Arthur J. Sampson

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Welcome to your spring issue of *The Miriam Memo*. In these pages you'll learn how The Miriam rises above most other hospitals *by providing outstanding patient care that puts each patient's unique needs and wishes first and focuses on the whole person.*

Many hospitals call themselves "patient-centered" and "compassionate," but few embody these ideals more fully than The Miriam. We call our approach to patient care "humanistic medicine," and it's always been central to our culture as a hospital. It's evident not just in our empathetic doctors and nurses but also in every caring staff member at The Miriam.

Our cover feature takes you into our Leonard and Adele R. Decof Family Comprehensive Cancer Center and introduces you to Dr. Fred Schiffman, director of the cancer center and Sigal Family Professor of Humanistic Medicine at The Warren Alpert Medical School of Brown University and The Miriam Hospital.

Dr. Schiffman and his colleague Dr. Edward Wittels oversee a team that is equally adept at the *medical* side of cancer care as well as the *emotional* side of healing.

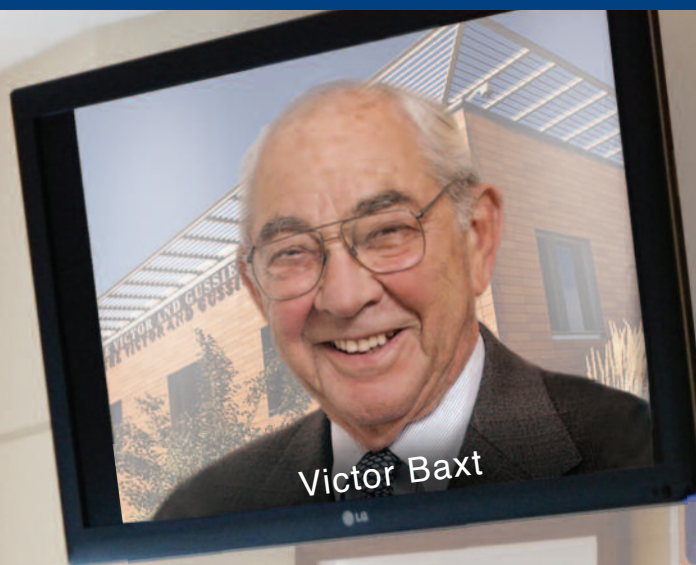
Our humanistic approach extends to our expanding cardiac care units, which now play a key role in Lifespan's Cardiovascular Institute and are also featured here.

We take great pride in the extraordinary accomplishments of our caregivers, but we know they can't do it alone. We're grateful to you, our wonderful donors, for helping ensure that we're able to fulfill our healing promise to our patients and their families.

This year we're trying something new with our 2012 honor roll of donors. Because we know that many people visit our website, we want to give the honor roll the broadest audience and the longest life possible and so we're hosting the list online at www.MiriamHospital.org/2012HonorRoll. If you have questions, please contact Debbi Gilstein Jaffe at 401-793-2062. Many thanks for your generosity!

In Loving Memory...

The new televisions in all the 3 North patient rooms located in The Baxt Building were given in memory of Victor Baxt by the Baxt Family to help enhance the comfort and care to our patients here at The Miriam. We are grateful to the Baxt Family for their continued very generous support of The Miriam and their commitment to ensuring that all aspects of a patient's experience are the best they can be.



Cardiac Care Evolves and Thrives at The Miriam Hospital

Joe Dias's first clue that something was wrong came on Super Bowl Weekend. He slept most of the weekend, finally rallying on Sunday to go out for lunch with his wife, Jane. The pain came while they awaited their order.

"I knew I was having a heart attack," Joe remembers. "I had this immense pressure in my chest, and pain running up my arm. My wife drove like a maniac to The Miriam."

Joe and Jane pulled up to the emergency department entrance at The Miriam. Within minutes, laboratory tests revealed elevated blood enzymes—confirming a heart attack. Joe was admitted to the cardiac care unit, under the care of Dr. Kenneth Korr, director of the division of cardiology. The next morning, Dr. Douglas Burtt placed two stents.

Today, Joe is back to work and feeling healthy. He says with a smile, *"The quality of care I received at The Miriam was exceptional. These people are at the top of their game. Everyone—the doctors, the nurses, even the kid who delivered my breakfast—was outstanding."*

The past year has been an exciting one for cardiac care with the creation of the Cardiovascular Institute (CVI) at The Miriam and Rhode Island Hospital. This innovative program brings together the cardiac programs of both institutions, with a strong emphasis on extending these programs into the community, making it more convenient for patients to receive care.

The Miriam also opened an 18-bed procedural care unit that serves as a dedicated observation unit for patients



Joe and Jane Dias with Dr. Kenneth Korr

"The quality of care I received at The Miriam was exceptional. These people are at the top of their game. Everyone — the doctors, the nurses, even the kid who delivered my breakfast — was outstanding."

— Joe Dias, patient

who are about to have, or have undergone, angioplasty and other procedures. These patients need the specialized care of cardiac professionals, but not the intensive services of a traditional patient care unit.

The CVI bridges cardiovascular services at both hospitals' campuses, providing the latest tools and technologies for diagnosis and treatment. At The Miriam, the cardiac care team follows the patient from initial diagnosis to surgery—including catheterization, angioplasty and pacemaker implantation—all the way through rehabilitation.

Dr. Peter Tilkemeier, who recently served as interim director of cardiology, says the CVI's strength rests in providing the best possible

experience for patients like Joe. *"The CVI ensures that our cardiac patients receive expert care in a timely, efficient, convenient and comfortable fashion."*

Dr. Samuel Dudley was recently appointed



New procedural care nursing station

chief of the division of cardiology at both the CVI and The Warren Alpert Medical School of Brown University. In this role, Dudley oversees all cardiology

services on the two campuses, including patient care and clinical research. *"Our patients have access to everything they need, including the latest procedures and innovative, developing therapies due to our faculty's expertise and Lifespan's commitment to excellence in research,"* he says. *"We have all the ingredients in place to build a nationally recognized academic center of excellence in cardiovascular disease."*



Anna with her expert caregiving team at The Miriam

A Close Look at The Miriam's Approach to Cancer Care

Introducing Anna Giorgi

When Anna Giorgi was diagnosed with colorectal cancer in early 2012, she quickly became acquainted with the mechanical side of treating a malignant tumor. From surgery to chemotherapy to radiation, the 44-year-old endured intense drugs and powerful machines. But what made Anna's physical and emotional ordeal bearable was the healing energy of human touch and the compassionate guidance she felt from everyone who was part of her care team at The Leonard and Adele R. Decof Family Comprehensive Cancer Center at The Miriam Hospital.

"The Miriam's cancer care is the best it can be, and the doctors and nurses were on top of everything," says Anna, a patient of oncologist/hematologist Dr. Howard Safran. *"Nothing went unanswered or pushed aside. From providing warm blankets to just listening, they were always right there for me, managing every symptom. Massage was so helpful too. As a temporary side effect of the chemo, I would get cramping and at times couldn't feel my legs and feet. Having that resource available to me right in the hospital made such a huge difference for me."*

Anna has developed a close relationship with her nurse navigator, Mary Ellen Danzer, MSN, RN. Mary Ellen met Anna and her husband at their first appointment with

Dr. Safran and has, among countless other daily tasks, helped the couple manage Anna's treatment plan and streamline the often complex scheduling that goes along with cancer care. As a navigator, Mary Ellen has served as the liaison between the treatment team and Anna and her family.

Knowing that Anna was really struggling with the side effects from her treatments, Mary Ellen referred her to clinical social worker Kathy Higginbotham, LICSW, for psychological support. *"What struck me with Anna was her willingness to continue with treatment while trying to keep her life as normal as possible. She had incredible personal drive and constant family support but really benefited from having this added dimension of hands-on care that The Miriam was able to offer,"* says Mary Ellen.

Kathy adds, *"It's important to address the many issues that patients experience going through treatment such as loss of independence, change in family roles, as well as body image issues. We function as a multidisciplinary team so that each member is aware of particular issues that our patients are facing."*

After more than a year of treatments that included surgically removing her rectum, an ileostomy which was recently reversed, eight cycles of chemotherapy and six weeks of radiation, Anna is now cancer-free. She continues to see Dr. Safran every month.

"I've done as well as I have because of my caregivers at The Miriam," Anna says. *"They have been my lifeline from the start. It's a culture of caring I haven't found anywhere else."*

Fostering a Culture of Humanistic Medicine

As associate physician-in-chief at The Miriam Hospital and medical director of Lifespan's Comprehensive Cancer Center, Dr. Fred J. Schiffman strives each day to make cancer care, education and research at The Miriam, Rhode Island Hospital and Newport Hospital as patient-centered as possible.

Named the inaugural Sigal Family Professor of Humanistic Medicine at The Miriam Hospital and The Warren Alpert Medical School of Brown University in 2011, Schiffman has received numerous awards including the Charles C.J. Carpenter, MD, Outstanding Physician of the Year Award and the Human Dignity Award from Home & Hospice Care of Rhode Island.

What does it mean to practice "humanistic" medicine?

"Humanistic medicine fosters relationships with patients and other caregivers that are compassionate and empathetic," says Schiffman. *"It encompasses attitudes and behaviors that are sensitive to the values of autonomy and cultural and ethical backgrounds of patients."*

In Schiffman's view, close physical presence and careful, focused attention are necessary to gain a patient's trust, and he instills this message in every one of his medical students and residents. *"It cannot be done long distance. You have to be there,"* he says. *"The importance of touch cannot be overstated."*

Schiffman is quick to acknowledge his "spectacular" mentors and collaborators across the Brown and Lifespan systems including Drs. Charles Carpenter, Edward Wing, Louis Rice and Peter Quesenberry.

At The Miriam, he has partnered for many years with Dr. Edward Wittels, site director for hematology/oncology, and Susan Korber, RN, director of ambulatory/cancer services. The three guide nearly every aspect of The Miriam's cancer center, developing numerous clinical programs as well as alternative sources of healing to benefit patients, families and caregivers.

Among The Miriam's many complementary therapies, most made available through philanthropy, are patient and family support groups, art and pet therapy, massage, hypnosis, Reiki and acupuncture, as well as Healing Through Harmony, a music

program for caregivers and patients; Comfort Care, a palliative care program with Hospice/VNA of Rhode Island to provide blood transfusions at home for patients who have difficulty traveling to the cancer center; and Mindfulness, Meditation and Yoga, which teaches caregivers skills to care for themselves and improve their work/life balance.

"Caregivers can face enormous emotional challenges in dealing with very ill patients. Mindfulness is the ability to be aware, in the present moment, with the intention of providing better care to patients and to take better care of ourselves," says Shelley Gertz Sigal, who brought the mindfulness-based stress reduction program to The Miriam with Schiffman and Dr. Willoughby Britton from Brown University.

In the end, according to Dr. Schiffman, the reason for all of these special programs and services comes down to a single mantra: *"Do the kindest thing for each patient, and do it first."*



"Being humanistic means speaking to the needs of the whole person and following through when we say to a patient, 'We're going to be with you through this whole process, to make this roller-coaster ride survivable.'"

— Dr. Fred J. Schiffman

LIFeCycle's Ride 'Round Rhody Bike-a-thon Supports Lifespan Cancer Programs



Founded in 2009 by Jacob Brier and Dani Sahner Brier, LIFeCycle, Inc. has hosted the annual Ride 'Round Rhody bike-a-thon to benefit Lifespan's Comprehensive Cancer Center, including The Leonard and Adele R. Decof Family Comprehensive Cancer Center at The Miriam Hospital, bringing together participants and volunteers

to raise more than \$150,000. The 2012 event raised \$32,500 to support Lifespan cancer programs and fund a new clinical trial that seeks to improve the success rates in treating pancreatic cancer.

The 2013 event will be held on August 11. To sign up as a rider or for more information about LIFeCycle, visit www.lifecycleinc.org. To sign up as a volunteer, please visit www.giving.lifespan.org/RRR_VolunteerSignup.

The Miriam Hospital's Gala & Auction

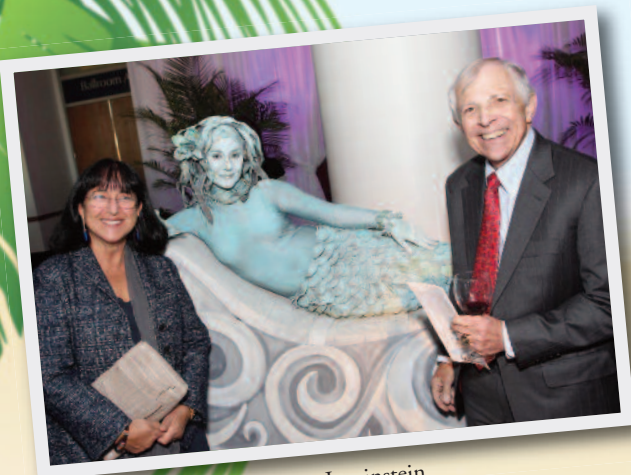
Broke the **\$500,000** Mark



L-R. Mitzi Berkelhammer, event co-chair, with Sharon Gaines, Marianne Litwin and Susan Kaplan (all of whom have been co-chairs of past Miriam Hospital galas)



L-R. Edward Feldstein, chair of The Miriam Hospital Foundation Board of Trustees; Mitzi and Bob Berkelhammer, chairs of The Miriam Hospital Gala and Auction; and Arthur Sampson, president of The Miriam Hospital



Diana and Steve Lewinstein

While guests danced the night away to the sounds of Brass Attack and felt as though they had been swept away to beautiful South Beach, Miami, important work was being done on May 4 to support the work of The Miriam Hospital. The 2013 Gala and Auction brought together friends and supporters in celebration of exemplary medical care, research and education at the hospital. Chairs Mitzi and Bob Berkelhammer and their committee of extraordinary volunteers created a magical evening that broke the \$500,000 mark in support of *The Miriam Fund for a New Generation* and the establishment of the *Cancer Patient Survivorship Program at The Leonard and Adele R. Decof Family Comprehensive Cancer Center*.

"Our gratitude goes to every volunteer, sponsor and guest of this incredibly successful event for their support of The Miriam as it moves its programs into the next frontier of patient care," says Mitzi Berkelhammer, event co-chair.



Lynn and Dr. Richard Glick

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"By establishing the Cancer Patient Survivorship Program, we will help survivors achieve the best quality of life possible after active cancer treatment has ended. The Miriam Hospital is built on a foundation of admiration and respect for the hospital and everyone in its care. That foundation is rooted in a very strong culture of philanthropy, and I am so grateful to all the members of our Miriam Hospital family for helping us become the hospital we are today."

— Arthur Sampson, president of The Miriam Hospital

New Chief of Infectious Diseases Returns to The Miriam Hospital Family



Serving as chief of infectious diseases at The Miriam Hospital is like coming home for Dr. Eleftherios Mylonakis. He did his residency and served as chief resident at The Miriam 15 years ago.

“It’s like going full circle. I had such a warm feeling coming back to The Miriam. The first time I used the stairs again it struck me that I used those same stairs when I first arrived here as a new intern,” Mylonakis says.

In July 2012, Mylonakis was appointed chief of infectious diseases at The Miriam Hospital and Rhode Island Hospital, and Dean’s Professor

of Medical Science at The Warren Alpert Medical School of Brown University.

He now oversees a division with nationally and internationally recognized initiatives in bacteriology, global health, HIV/AIDS, infection control, virology and viral hepatitis, hospital-acquired infections, tuberculosis, substance use and prisoner health.

“The infectious diseases division supports the whole structure of the hospital. Whether the patient comes from the community with an infection or develops the infection while in the hospital, we provide support,” he says. *“We deal with the most complex infections, helping transition from the inpatient to outpatient settings and providing support in the community clinics. We also teach residents and consult on hundreds of patients.”*

Mylonakis is internationally recognized for his research on the study of host and microbial factors of infection and the discovery of antimicrobial agents—substances that kill or inhibit the growth of microorganisms, such as bacteria or fungi. He has received several prestigious national awards, including the American Society for Microbiology’s Young Investigator Award and the Infectious Diseases Society of America’s Oswald Avery Award.

He moved back to Brown from the Massachusetts General Hospital, where he completed a fellowship in infectious diseases, and was an associate professor of medicine at Harvard Medical School.

Working to solve a complex puzzle while helping people is what attracted Mylonakis to study and treat infectious diseases. *“The degree of difficulty motivates me. We are trying to make a difference in patients’ lives and outsmart nature. How could you find anything more challenging than that?”*

Thank You to Our Generous Donors!

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Many thanks for your generosity!

Dr. Charles C.J. Carpenter Receives International Award for Work in HIV Medicine and Global Health

One of The Miriam’s most esteemed physicians, Dr. Charles C.J. Carpenter, received the prestigious Lifetime of Leadership Award from the International Antiviral Society—USA for his outstanding impact on the fields of global health and HIV/AIDS medicine, education and research.

“Chuck Carpenter’s contributions have literally impacted the lives of millions of people, both globally and right here in Rhode Island,” says Arthur J. Sampson, president of The Miriam Hospital. *“He has devoted his career to promoting the health of some of the most vulnerable and disadvantaged patients, ensuring they receive quality, compassionate care. He is incredibly deserving of this honor, and we couldn’t be more proud.”*





The Miriam Hospital

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Chelo Family Finds Sweet Ways to Benefit Cancer Care at The Miriam

The Miriam Hospital is enormously grateful to the Chelo family—donors to the hospital who have partnered with the Rhode Island community to support our oncology programs.

From 2011 to 2012, Chelo's restaurants raised close to \$3,000 through sales of the Slice of Hope Cake to benefit cancer care at The Leonard and Adele R. Decof Family Comprehensive Cancer Center at The Miriam Hospital.

Also, in October 2012, another Chelo family restaurant—BLU on the Water in East Greenwich—hosted a fundraising dinner to benefit The Miriam's cancer center. The event raised \$10,000 to enhance cancer care, education and research. *"The Miriam Hospital has provided my father with excellent care in his fight against cancer and, on behalf of the Chelo family, we're proud to help The Miriam in assisting others in their fight with cancer as well,"* says Diane Chelo.

Dr. Fred Schiffman, director of the cancer center and the Sigal Family Professor of Humanistic Medicine, says, *"We are grateful to the Chelo family, as well as the supporters of Slice of Hope and the BLU on the Water fundraiser, for their amazing generosity in helping us deliver the best care to our cancer patients and their families."*

Chelo's will hold its annual golf tournament on September 11, 2013, at Cranston Country Club. To participate or for more information, please contact Marina Oliveira at moliviera@chelos.com. Proceeds from this year's event will also benefit cancer services at The Miriam.



Diane Chelo and Dr. Fred Schiffman

At times we share news and information with our donors electronically. If you'd like to receive timely updates by email and help us reduce paper and postage costs, please email TMHGiving@lifespan.org.

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